

**Quarterly Summary of Provider Complaints
Second Quarter 2013**

AGP		AMERIGROUP Tennessee, Inc.	
Provider Type	MCO BHO Action	Count	
DME (Durable Medical Equipment)	Reversed	1	
DME (Durable Medical Equipment)	None Needed	1	
Hospital-M	Denial Upheld	3	
Hospital-M	Reversed	3	
Other (requires Description)	Denial Upheld	3	
Other (requires Description)	Resolved	1	
Other (requires Description)	Reversed	6	
Physician-Medical	Denial Upheld	3	
Physician-Medical	Resolved	1	
Physician-Medical	Reversed	7	
Total for the Quarter:			29

AGP-MA		AMERIGROUP Tennessee, Inc. Medicare Advantage Plan	
Provider Type	MCO BHO Action	Count	
Other (requires Description)	Reversed	1	
Total for the Quarter:			1

Delta		Delta Dental of Tennessee	
Provider Type	MCO BHO Action	Count	
Dental	Denial Upheld	1	
Dental	Reversed	2	
Total for the Quarter:			3

Not TennCare		Not a TennCare Plan	
Provider Type	MCO BHO Action	Count	
Hospital-M	MCC not TennCare	3	
Total for the Quarter:			3

TennCare Bureau		Non TennCare HMO	
Provider Type	MCO BHO Action	Count	
Physician-Medical		5	

		Total for the Quarter:	5
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UPRV	UnitedHealthcare Plan of the River Valley, Inc.		
Provider Type	MCO BHO Action	Count	
Hospital-M		1	
Hospital-M	Denial Upheld	19	
Hospital-M	Partial	1	
Hospital-M	Resolved	1	
Hospital-M	Reversed	14	
Other (requires Description)	Denial Upheld	4	
Other (requires Description)	Partial	1	
Other (requires Description)	Reversed	5	
Physician-Medical	None Needed	2	
Physician-Medical		2	
Physician-Medical	Partial	3	
Physician-Medical	Questions Answered	1	
Physician-Medical	Resolved	1	
Physician-Medical	Reversed	17	
Physician-Medical	Denial Upheld	34	
Rehab	None Needed	1	
Transportation	Denial Upheld	1	
Transportation	Resolved	1	
Transportation	Reversed	1	
		Total for the Quarter:	110
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UPRV-MA	Non TennCare HMO		
Provider Type	MCO BHO Action	Count	
Hospital-M	Denial Upheld	9	
Hospital-M	Reversed	5	
Hospital-M		1	
Other (requires Description)	Reversed	1	
Physician-Medical	Denial Upheld	5	
Physician-Medical	Resolved	1	
		Total for the Quarter:	22
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Provider Type	MCO BHO Action	Count
Hospital-M		1
Hospital-M	Denial Upheld	6
Hospital-M	Partial	2
Hospital-M	Questions Answered	1
Hospital-M	Resolved	1
Hospital-M	Reversed	8
Other (requires Description)	Reversed	1
Physician-Medical	Reversed	3
Physician-Medical	Denial Upheld	2
Total for the Quarter:		25
Grand Total for the Quarter		198